

PROGRAM MANAGER II
 DEPARTMENT OF CONSUMER AFFAIRS
 DEPARTMENTAL PROMOTIONAL EXAMINATION



www.dca.ca.gov

The Department of Consumer Affairs provides equal employment opportunities to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

WHO MAY APPLY

Applicants must have a permanent civil service appointment with the **Department of Consumer Affairs** or meet the provisions of the State Personnel Board Rules 234 or 235 by the final filing date in order to take this examination (applicants who qualify under Government Code Sections 18990 and 18992 may also apply).

HOW TO APPLY

Please submit an application (STD 678) to the address indicated below. **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.**

NOTE: All applications must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. **Applications received without this information will be rejected.** Resumes will not be accepted in lieu of a completed State Application, Form STD 678.

WHERE TO APPLY

MAIL TO:

Department of Consumer Affairs
 Attn: Selection Services (Rae Powers)
 PO BOX 980428
 West Sacramento, CA 95798-0428

HAND DELIVER TO:

Department of Consumer Affairs
 Attn: Selection Services (Rae Powers)
 1625 N Market Blvd, Suite N321
 Sacramento, CA 95834

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application. The Selection Services Unit will contact you to make special testing arrangements. Telecommunications Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.

FINAL FILE DATE

May 5, 2008.

State Applications (std. 678) **must be POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered, or received via interagency mail **after** the final filing date **will not** be accepted for any reason. Applications must have an original signature; therefore, faxed applications will not be accepted for any reason.

QUALIFICATIONS APPRAISAL PANEL

It is anticipated that Qualifications Appraisal Panel Interviews will be scheduled during the month of June 2008.

SALARY RANGE

\$6948 – \$7664 per month

REQUIRED IDENTIFICATION

Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. **Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

SEE REVERSE FOR ADDITIONAL INFORMATION

**MINIMUM
QUALIFICATIONS****Either I**

One year of experience in the California state service performing the duties of a Program Manager I, Department of Consumer Affairs; or two years of experience in the California state service performing the duties of a Program Representative III (Specialist/Supervisor), Department of Consumer Affairs.

Or II

Five years of experience as an administrator in a program of consumer protection or vehicle pollution inspection and maintenance. (Experience in the California state service applied toward this requirement must include at least one year performing the duties of a class at a level of responsibility equivalent to that of Program Manager I, Department of Consumer Affairs.) (Education in a public administration, business administration, law enforcement or engineering curriculum may be substituted for up to two years of required general administrative experience on the basis of two years' education being equivalent to one year of general administrative experience.)

**DEFINITION OF
TERMS**

The words "**performing the duties of...**" mean the applicant must have the amount of experience in State service in the class (or on a Training Development assignment to the class) specified.

The words "**level of responsibility equivalent to...**" mean the applicant must have State service experience of appropriate type and length in a classification at the same (or higher) salary level as the class specified.

**POSITION
STATEMENT**

This class, under general direction, is responsible for the administration of field operations activities within the Department of Consumer Affairs on a statewide basis. Incumbents plan, organize, direct and evaluate the work and staff in a function/program area or geographic district; provide technical and program consultation to management; confer with other managers and staff to assure a uniform program; confer with local air quality district, local industry and consumer organizations, and other groups to assure that consideration is given to their interests; assist in the formulation of policy and in the development and maintenance of standards and guidelines; assist in interpreting the Department's programs to public, industry, professional, and community organizations and groups; represent the Department at meetings concerned with automotive repair consumer problems; establish and maintain cooperative relations with licensees, consumers, and other persons in connection with work of the Department; prepare correspondence and technical reports; prepare and present budget requests.

**EXAMINATION
SCOPE****QUALIFICATIONS APPRAISAL - WEIGHTED 100%**

This examination will consist of a Qualifications Appraisal Interview weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. ***Candidates who do not appear for the interview will be disqualified.***

Knowledge of:

1. Administrative principles and practices, including organization, personnel management, supervision, training, budget preparation and control, management and cost-benefit analysis.
2. Quality control and quality improvement.
3. Principles of public and business administration.
4. Effective supervision, coaching, and facilitation.
5. Federal and State laws and administrative regulations relating to automotive operations, repair and automotive installation and inspection stations, and motor vehicle emission control.
6. The Department's Equal Employment Opportunity Program objectives and a manager's role in the Equal Employment Opportunity Program.

Ability to:

1. Plan, organize and direct the work of others.
2. Implement and maintain a workable program of mandatory motor vehicle emissions inspection and consumer protection.
3. Secure the cooperation of individuals, organizations, and agencies affected by the Department's programs.
4. Analyze situations and data accurately and empower staff to improve processes.
5. Coach and train team members to be process managers.
6. Communicate effectively.
7. Effectively contribute to the Department's Equal Employment Opportunity Program objectives.

**ELIGIBLE LIST
INFORMATION**

A departmental promotional list will be established for the Department of Consumer Affairs. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

**VETERANS
PREFERENCE
POINTS**

Veteran's preference credit **is not** granted in promotional exams.

QUESTIONS

If you have any questions concerning this announcement, please contact the Department of Consumer Affairs, Selection Services & Recruitment Unit, 1625 N. Market Blvd, Ste N-321, Sacramento, Ca 95834.(916)574-8353

GENERAL INFORMATION

The Department of Consumer of Affairs reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

It is the candidate's responsibility to contact the Department of Consumer Affairs' Selection Services Unit at **(916)574-8370** three weeks after the final file date if a progress notice is not received.

Applications are available at State Personnel Board offices, local Employment Development Department offices, the Department of Consumer Affairs and at www.spb.ca.gov.

If the candidate's notice of exam fails to reach the competitor prior to the interview due to a verified postal error, the competitor **may be** rescheduled upon written request.

If you meet the requirements stated on this examination bulletin, you may take this examination. Possession of the entrance requirements does not assure success in the exam or placement on the employment list. Your performance in the examination described on this bulletin will be compared against predetermined rating criteria. All candidates who pass will be ranked according to their scores.

Examination Locations: Test locations are determined by the number of candidates and are limited or extended as conditions warrant. Ordinarily exams are scheduled in Sacramento, San Francisco, Los Angeles, or the spot(s) location(s) listed on the front of the bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees (*i.e. former Department employees or current employees on TAU, T&D, and LT status*) may be allowed to compete under the provisions of SPB Rules 234, 235, 235.2. SPB Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examination. These rules may be reviewed at departmental personnel offices or the SPB.

Employment lists: Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. Competitors must be in a state of health consistent with the ability to perform the essential functions of the duties assigned to the class. A medical examination may be required. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.